

What is claimed is:

1. A call center apparatus for automatically
distributing a call through a public telephone
5 network, comprising:

a route table for storing at least one control
step for controlling an automatic call distributing
process for a termination call; and

a call controlling processor for executing an
10 automatic call distributing operation corresponding
to each control step, when the executed control step
is a transfer control step for instructing to transfer
the termination call, determining a transfer
destination telephone number for the termination call
15 designated at the transfer control step, and
transferring the termination call to the determined
transfer destination telephone number using a
termination call transfer service of the public
telephone network by successively executing each
20 control step in said route table for a termination
call.

2. The apparatus as set forth in claim 1,
wherein when the executed control step is a
25 transfer control step for instructing to transfer the

termination call and when the transfer destination
telephone number for the termination call designated
at the transfer control step is corresponding to a
private telephone network other than the public
5 telephone network, said call controlling processor
originates a call to the transfer destination
telephone number on the private telephone network and
transfers the termination call received from the
public telephone network to the transfer destination
10 telephone number on the private telephone network.

3. The apparatus as set forth in claim 1,
further comprising:

a transfer destination telephone number table for
15 storing information with which a transfer destination
telephone number is designated,

wherein when the executed control step is a
transfer control step for instructing to transfer the
termination call, said call controlling processor
20 refers the transfer destination telephone number
table, determines a transfer destination telephone
number for the termination call, and transfers the
termination call to the determined transfer
destination telephone number using the termination
25 call transfer service of the public telephone network.

4. The apparatus as set forth in claim 3,
wherein when the executed control step is a
transfer control step for instructing to transfer the
termination call and when the transfer destination
5 telephone number for the termination call designated
at the transfer control step is corresponding to a
private telephone network other than the public
telephone network, said call controlling processor
originates a call to the transfer destination
10 telephone number on the private telephone network and
transfers the termination call received from the
public telephone network to the transfer destination
telephone number on the private telephone network.

15 5. The apparatus as set forth in claim 3,
wherein the transfer destination telephone number
table stores information with which the transfer
destination telephone number is scheduled
corresponding to date, day of week, or time zone.

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6. The apparatus as set forth in claim 5,
wherein when the executed control step is a
transfer control step for instructing to transfer the
termination call and when the transfer destination
25 tel phone number for the termination call designated

at the transfer control step is corresponding to a private telephone network other than the public telephone network, said call controlling processor originates a call to the transfer destination
5 telephone number on the private telephone network and transfers the termination call received from the public telephone network to the transfer destination telephone number on the private telephone network.

10 7. The apparatus as set forth in claim 1, further comprising:

an additional information database for storing information with which the transfer destination telephone number is designated based on additional
15 information that is added to said termination call by the public telephone network,

wherein when the executed control step is a transfer control step for instructing to transfer the termination call, said call controlling processor
20 refers the additional information database based on the additional information added to the termination call, determines a transfer destination telephone number for the termination call, and transfers the termination call to the determined transfer
25 destination telephone number using the termination

call transfer service of the public telephone network.

8. The apparatus as set forth in claim 7,
wherein when the executed control step is a
5 transfer control step for instructing to transfer the
termination call and when the transfer destination
telephone number for the termination call designated
at the transfer control step is corresponding to a
private telephone network other than the public
10 telephone network, said call controlling processor
originates a call to the transfer destination
telephone number on the private telephone network and
transfers the termination call received from the
public telephone network to the transfer destination
15 telephone number on the private telephone network.

9. The apparatus as set forth in claim 1,
further comprising:

a system operation state table for storing a
20 system operation state of another call center
apparatus,

wherein when the executed control step is a
transfer control step for instructing to transfer the
termination call, said call controlling processor
25 refers the system operation state table, determines

an optimum transfer destination telephone number for the termination call, and transfers the termination call to the determined transfer destination telephone number using the termination call transfer service of the public telephone network.

10. The apparatus as set forth in claim 9, wherein when the executed control step is a transfer control step for instructing to transfer the termination call and when the transfer destination telephone number for the termination call designated at the transfer control step is corresponding to a private telephone network other than the public telephone network, said call controlling processor originates a call to the transfer destination telephone number on the private telephone network and transfers the termination call received from the public telephone network to the transfer destination telephone number on the private telephone network.

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11. The apparatus as set forth in claim 9, further comprising:

a system operation state communication circuit for communicating the system operation state between the call center apparatus and another call center

apparatus.

12. The apparatus as set forth in claim 11,
wherein when the executed control step is a
5 transfer control step for instructing to transfer the
termination call and when the transfer destination
telephone number for the termination call designated
at the transfer control step is corresponding to a
private telephone network other than the public
10 telephone network, said call controlling processor
originates a call to the transfer destination
telephone number on the private telephone network and
transfers the termination call received from the
public telephone network to the transfer destination
15 telephone number on the private telephone network.

13. A call center controlling method for
automatically distributing a call through a public
telephone network, comprising the steps of:
20 storing at least one control step for controlling
an automatic call distributing process for a
termination call to a route table; and
by successively executing each control step in
said route table for a termination call, executing an
25 automatic call distributing operation corresponding

to each control step, when the executed control step is a transfer control step for instructing to transfer the termination call, determining a transfer destination telephone number for the termination call designated at the transfer control step, and transferring the termination call to the determined transfer destination telephone number using a termination call transfer service of the public telephone network.

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14. The method as set forth in claim 13, further comprising the steps of:

storing information with which a transfer destination telephone number is designated to a transfer destination telephone number table; and

when the executed control step is a transfer control step for instructing to transfer the termination call, referring the transfer destination telephone number table, determining a transfer destination telephone number for the termination call, and transferring the termination call to the determined transfer destination telephone number using the termination call transfer service of the public telephone network.

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15. The method as set forth in claim 13,
wherein the transfer destination telephone number
table stores information with which the transfer
destination telephone number is scheduled
5 corresponding to date, day of week, and time zone.

16. The method as set forth in claim 13, further
comprising the steps of:

storing information with which the transfer
10 destination telephone number is designated based on
additional information that is added to the
termination call by the public telephone network to
an additional information database; and

when the executed control step is a transfer
15 control step for instructing to transfer the
termination call, referring the additional information
database based on the additional information added to
the termination call, determining a transfer
destination telephone number for the termination call,
20 and transferring the termination call to the
determined transfer destination telephone number using
the termination call transfer service of the public
telephone network.

25 17. The method as set forth in claim 13, further

comprising the steps of:

storing a system operation state of another call center apparatus to a system operation state table; and

5 when the executed control step is a transfer control step for instructing to transfer the termination call, referring the system operation state table, determining an optimum transfer destination telephone number for the termination call, and
10 transferring the termination call to the determined transfer destination telephone number using the termination call transfer service of the public telephone network.

15 18. The method as set forth in claim 17, further comprising the step of:

communicating the system operation state between the call center apparatus and another call center apparatus.

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19. The method as set forth in claim 13, further comprising the step of:

when the executed control step is a transfer control step for instructing to transfer the
25 termination call and when the transfer destination

telephone number for the termination call designated at the transfer control step is corresponding to a private telephone network other than the public telephone network, originating a call to the transfer destination telephone number on the private telephone network and transferring the termination call received from the public telephone network to the transfer destination telephone number on the private telephone network.

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20. A storage medium from which a computer for controlling a call center apparatus for automatically distributing a call through a public telephone network to perform the functions of:

15 storing at least one control step for controlling an automatic call distributing process for a termination call; and

by successively executing each stored control step for a termination call, executing an automatic call distributing operation corresponding to each control step, when the executed control step is a transfer control step for instructing to transfer the termination call, determining a transfer destination telephone number for the termination call designated at the transfer control step, and transferring the

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termination call to the determined transfer destination telephone number using a termination call transfer service of the public telephone network.